



COMPLAINTS FORM

It is hoped West Lothian College culture has encouraged you to speak directly to the appropriate member of staff directly to resolve any issue(s) before feeling the need to raise a complaint. However, this procedure is designed to deal with any complaint anyone might have that cannot be resolved by informal means, except for matters for which there are separate established procedures such as academic appeals, or a complaint about a funding matter.

Full Name	
Programme of Study	
Correspondence address	
Telephone Number	
Nature of Complaint	
The Department/Area of the College the complaint refers to	

Please set out clearly the details and origin of your complaint.

<p>[continue overleaf if necessary]</p>

Please state what outcome you would like to achieve from this complaint.

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If you have tried to resolve your complaint informally, please say what steps you have taken and why the outcome is not satisfactory.

Signature:	Date:

Complaints can be sent to:

Complaints Officer - Executive Office
West Lothian College
Almondvale Crescent
Livingston
EH54 7EP

You can contact us via telephone on: 01506 418181, by email at: complaints@west-lothian.ac.uk

We will appoint an appropriate member of staff to manage the complaint on your behalf.

The Executive Office will acknowledge receipt of the email within five working days.